

Comparisons of Job Characteristics

Focus Occupation: Insurance Claims and Policy Processing Clerks (43-9041)

Associated Occupation: Customer Service Representatives (43-4051)

[Compare Knowledge](#)

[Compare Skills](#)

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| | |
|----|--|
| << | Focus occupation element is much lower |
| < | Focus occupation element is lower |
| 0 | Focus occupation element is at a similar level |
| > | Focus occupation element is at a higher level |
| >> | Focus occupation element is at a much higher level |

Knowledge

Similarity of Focus Occupation to Associated Occupation: 97

Focus Occupation: Insurance Claims and Policy Processing Clerks (43-9041)

Associated Occupation: Customer Service Representatives (43-4051)

| Associated Occupation's Key Knowledge Elements | Average Rating, All Occupations | Associated Occupation's Rating | Focus Occupation's Rating | | Evaluation of Focus Occupation |
|--|---------------------------------|--------------------------------|---------------------------|----|--|
| Customer and Personal Service | 11.3 | 15.2 | 19.6 | >> | Current knowledge level is likely more than sufficient |
| Clerical | 7.3 | 12.2 | 17.3 | >> | Current knowledge level is likely more than sufficient |

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 93

Focus Occupation: Insurance Claims and Policy Processing Clerks (43-9041)

Associated Occupation: Customer Service Representatives (43-4051)

| Associated Occupation's Key Skills Elements | Average Rating, All Occupations | Associated Occupation's Rating | Focus Occupation's Rating | | Evaluation of Focus Occupation |
|---|---------------------------------|--------------------------------|---------------------------|----|--|
| Active Listening | 11.0 | 12.6 | 12.3 | 0 | Current skill level may be sufficient |
| Service Orientation | 7.9 | 11.6 | 8.2 | << | Extensive development of skills in this area may be required |
| Persuasion | 7.4 | 10.6 | 6.6 | << | Extensive development of skills in this area may be required |
| Negotiation | 6.8 | 9.0 | 5.6 | << | Extensive development of skills in this area may be required |

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities

Similarity of Focus Occupation to Associated Occupation: 96

Focus Occupation: Insurance Claims and Policy Processing Clerks (43-9041)**Associated Occupation: Customer Service Representatives (43-4051)**

| Associated Occupation's Key Abilities Elements | Average Rating, All Occupations | Associated Occupation's Rating | Focus Occupation's Rating | | Evaluation of Focus Occupation |
|--|---------------------------------|--------------------------------|---------------------------|---|---|
| Oral Expression | 12.4 | 13.3 | 12.4 | 0 | Current ability level may be sufficient |
| Oral Comprehension | 12.5 | 13.1 | 12.0 | 0 | Current ability level may be sufficient |
| Speech Clarity | 10.2 | 11.8 | 10.5 | < | Some improvement in abilities may be required |
| Speech Recognition | 9.9 | 11.8 | 11.7 | 0 | Current ability level may be sufficient |
| Written Expression | 9.8 | 11.0 | 10.0 | < | Some improvement in abilities may be required |
| Written Comprehension | 11.0 | 10.8 | 12.6 | > | Current ability level is likely sufficient |
| Near Vision | 11.1 | 10.3 | 12.0 | > | Current ability level is likely sufficient |
| Problem Sensitivity | 11.1 | 10.0 | 8.4 | < | Some improvement in abilities may be required |

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 86

Focus Occupation: Insurance Claims and Policy Processing Clerks (43-9041)**Associated Occupation: Customer Service Representatives (43-4051)**

| Work Activities | Exclusivity of Activity |
|---|-------------------------|
| Examine financial documents to verify issue | 92 |
| Fill out business or government forms | 42 |
| Interview customers | 71 |
| Maintain records, reports, or files | 5 |
| Maintain telephone logs | 74 |
| Obtain information from individuals | 24 |
| Provide customer service | 14 |
| Take messages | 68 |
| Type letters or correspondence | 78 |
| Use computers to enter, access or retrieve data | 3 |

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 73

Focus Occupation: Insurance Claims and Policy Processing Clerks (43-9041)**Associated Occupation: Customer Service Representatives (43-4051)**

| Tools and Technologies | Exclusivity |
|--|-------------|
| Business function specific software | 1 |
| Calculating machines and accessories | 3 |
| Computers | 1 |
| Content authoring and editing software | 1 |
| Data management and query software | 1 |
| Finance accounting and enterprise resource planning ERP software | 2 |
| Information exchange software | 1 |
| Network applications software | 1 |

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.